



Local Lines

Shrewsbury Electric and Cable Operations
508-841-8500



What's
Happening at
SELCO
March, 2006

HBO/Cinemax Offer

Order HBO and Cinemax and get both for just the price of HBO for six months!

Save \$10.95 a month – a total of \$65.70 over six months!

HBO cinemax

Offer expires 03/31/06.

Energy Conservation Tips

Here are some easy-to-do spring cleaning steps that will help cut down on energy use.

- Examine your dryer vent hose and outdoor outlet to see that it is clear of debris. This will cut down on the time it takes to dry clothes.
- Clean the coils located on the back of your refrigerator. This will allow your fridge to cool more efficiently.
- Use the sun for warmth, clean windows to take advantage of maximum sunlight. On sunny days, open shades to let in heat, *especially* if your windows face south. At night, close shades to trap heat indoors.

How much does TownISP Internet installation cost?

For a limited time, TownISP is offering FREE installation to new customers! Previous customers wishing to resubscribe pay a \$99.95 fee.

How much do additional digital converters cost?

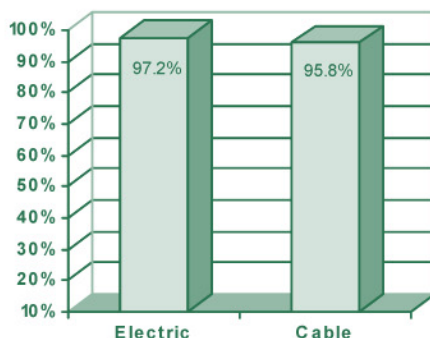
Digital boxes are \$7.95 ea. per month, with a one-time installation fee of \$23.00 ea.

SELCO Customer Satisfaction Survey Results are in...

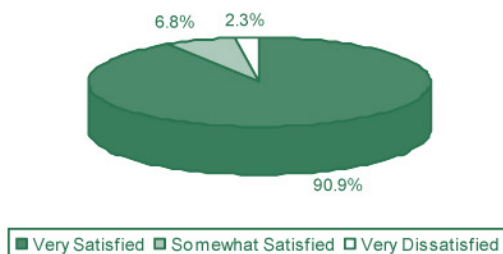
From December 13 to December 17, 2005 a random telephone survey of 400 SELCO customers was conducted by *The Center for Research and Public Policy*. SELCO's customers are overwhelmingly pleased with the quality and level of services offered.

The survey results will be used by management as a tool to provide direction on the subjects of customer service, product offerings, and employee training.

SELCO Utility Approval Rating



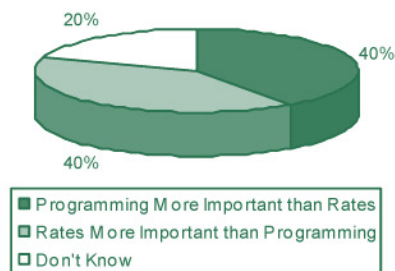
Field Representative Satisfaction



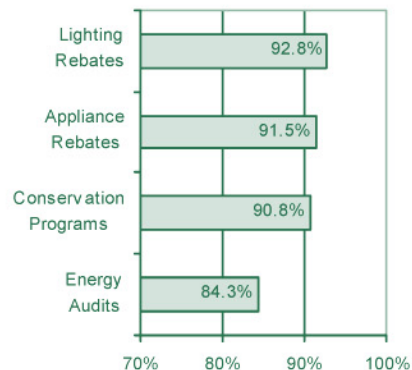
97.3%

Percent of customers who say SELCO electric service is reliable.

Importance of Cable Rates vs. Available Programming



How Important are the Following Services



(Survey Results Have a Margin of Error of +/- 5%)

Energy Star Light Bulb Sales a Success! Shrewsbury Saves \$13,000 per Year by Going Green

We're proud to announce that SELCO customers have purchased more than 1,100 energy-saving light bulbs so far. By replacing 1,100 incandescent bulbs (\$17,429 total annual operation cost) with fluorescent bulbs (just \$4,471 total annual operation cost), **SELCO customers will save a total of \$13,018 annually by switching from traditional bulbs to Energy Star™ fluorescent bulbs.**

Thank you for your efforts to conserve electricity. Bulbs are still available for purchase at the SELCO office during regular business hours, or buy bulbs online at www.estarlights.com.



SELCO Arbor Day Celebration

Join us Saturday, April 29, 2006 for the 2nd Annual SELCO Arbor Day Celebration at Oak Middle School. This year SELCO will once again be giving away more than 1,000 free trees and providing refreshments and fun for SELCO customers.



This year's family-friendly event will be jam-packed full of great entertainment, contests and freebies. Be sure to enter your name in our SELCO Tree Lottery, where we'll be giving away larger trees to five lucky Shrewsbury residents, as well as many other great prizes.

Be sure to check out April's Local Lines newsletter for complete details on SELCO's 2006 Arbor Day Celebration and Tree Lottery. Hope to see you there!

Congratulations Poster Contest Winners

Winners listed below will each receive a \$75 savings bond courtesy of SELCO. Runners-up listed below will each receive a \$50 savings bond courtesy of SELCO. Visit www.shrewsbury-ma.gov/light to view selected posters.

Grades K-5 Open Entries

- Winner: Tom Cawley – 3rd Grade
- 1st Runner-Up: Sukhmanjit Kaur – 3rd Grade
- 2nd Runner-Up: George Han – 5th Grade

Coolidge School Art Classes

- Winner: Ynggrid Silva – 4th Grade
- 1st Runner-Up: Danielle Porter – 2nd Grade
- 2nd Runner-Up: Nicholas Johnson – 4th Grade

Grades 9-12 Open Entries

- Winner: Dongqi Lia – 10th Grade
- 1st Runner-Up: Julie Fialho – 10th Grade
- 2nd Runner-Up: Geoffrey Sokolowski – 10th Grade

Watch the Bruins on NESN!

The Bruins are back! NESN delivers more crystal clear coverage of the Bruins in HD than ever before, including every home game and a majority of the road games. Dale Arnold (home games) and Jack Edwards (road games) join color analyst Andy Brickley to bring you all the action!



NOW IN HIGH DEFINITION!

Available with SELCO Digital HDTV Package

SELCO CH. 66 and CH. 281 HD

Report a Streetlight Outage

Is there a streetlight out in your neighborhood? Is there one that flickers on and off? Who do you call, what do you do? The answer is simple...

SELCO provides an interactive form right on the Shrewsbury Electric website where you can report streetlight outages. Your repair request is emailed directly to SELCO employees who will investigate the problem and provide a solution.



If you know of a streetlight that needs repair, call SELCO during regular business hours or use the form found at:

www.shrewsbury-ma.gov/light/streetlight.asp

Electric Rate Comparison

SELCO electric rates for 2005 averaged \$49.18 for 500KWH per month – that's 26% **less** than customers in neighboring towns paid to the large private utilities that serve them.

In addition to having lower rates overall in 2005, SELCO customers enjoyed **significantly** higher savings in December 2005 and January 2006 when compared to surrounding communities.

The Gulf Coast hurricanes of August and September 2005 disrupted the natural gas supply to 40% of the electric generators in New England. Due to the shortage of natural gas and the rising cost of electric generation, SELCO customers can expect a rate increase in April 2006 similar to the increase experienced in October 2005.

**2005 Average Cost
per 500KWH**



Showtime · Showtime Too · Showtime Showcase
Showtime Beyond · Showtime Extreme · Flix

**SHOWTIME
UNLIMITED**

Now's the Time to Get it All on Showtime
Just \$12.95 per month

Showtime Next · Showtime Family · Showtime Women
The Movie Channel · TMC Xtra · Sundance Channel